



FNS42115 Certificate IV in Personal Injury Management

Return to Work Stream

Overview

The Return to Work Stream of the FNS42115 Certificate IV in Personal Injury Management is designed to provide the skills and knowledge to enable you to:

- Return injured workers back to the workplace following an injury or illness.
- Administer and manage workplace based injury management programs.

The program has adapted resources and materials from the Canadian based National Institute of Disability Management and Research (NIDMAR).

Extensive consultation with a broad range of industry stakeholders ensures that the program:

- Meets the training needs of professionals engaged in returning people to work across Australia.
- Reflects workplace environments and legislation relevant to injury management in Australia.

Who should do the course?

- Return to work coordinators, supervisors, team leaders, managers, and providers of return to work and rehabilitation services. Their roles include, but are not limited to, coordinating and facilitating return to work for people with temporary or permanent injuries, illnesses and disabilities.
- Those who have 6 - 18 months experience in the Accident Compensation industry.

About the Personal Injury Education Foundation

The Personal Injury Education Foundation (PIEF) was established in 2006 by a consortium of Australian insurers and claims management organisations who shared the vision of creating leading educational programs focused on the needs of those working in the personal injury management industry.

Structure

The program is structured into six modules and delivered online via PIEF's learning management system. Each module is delivered and supported by a facilitator who facilitates online discussions. All learning and assessment materials are provided via the PIEF Learning Management System. Students are assessed in each module through:

- Daily participation in online discussions.
- Submission of Major Assessment Pieces (MAP).
- Submissions for Third Party Evidence Reports (TPER)

A recommended minimum of five hours per week for each module is required to successfully complete this program. Note: modules vary in their length, ranging from three to five weeks.

Contact us

Visit pief.com.au

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Recognition of Prior Learning (RPL) is also available.



NATIONALLY RECOGNISED
TRAINING



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Modules	Description
Overview of the Personal Injury Industry	<p>Provides an understanding of the:</p> <ul style="list-style-type: none">• Types of income replacement benefits and services available to those that have suffered a workplace or motor accident injury.• Crucial role income replacement benefits play in returning a person to work.• Knowledge required to interact with accident compensation insurers to fund treatments and services.• Rights and responsibilities of stakeholders involved in the return to work process.
Managing Diversity in the Personal Injury Industry	<p>Provides a broad outline of:</p> <ul style="list-style-type: none">• Legislation that can impact on managing return to work (such as sickness and disability entitlements).• Human rights laws and the National Disability Insurance Scheme legislation and regulations.• The requirement for accommodation as it applies to workers with disabilities.• The hierarchy of benefits available to an employee with an injury.
Implementing and Evaluating Injury Management Programs	<p>Provides an examination of the:</p> <ul style="list-style-type: none">• Field of injury management.• Rationale for establishing an injury management program.• Various structures for providing a return to work capacity.• Process in establishing and evaluating an injury management program.• Evaluation techniques and strategies, including matching outcomes to goals, benchmarking with other organisations, audits and cost-benefit ratios.
Planning and Facilitating a Return to Work	<p>Provides an exploration of the role of a return to work coordinator, including:</p> <ul style="list-style-type: none">• Elements of the return to work plan.• The roles of people involved in the return to work process.• The hierarchy of return to work options.• Working with a return to work team (both internal personnel and external service providers)• The return to work process including assessment, planning, implementation, monitoring, adaptation and evaluation.• The barriers that can decrease the likelihood of return to work and potential solutions.
Promoting a Return to Work Culture	<p>Provides an experiential approach to:</p> <ul style="list-style-type: none">• Planning and development of workplace communications programs aimed at creating support for injury management.• Examining external communications components including education and information targeted to service providers.
Managing Disputes and Negotiations	<p>Provides an in depth examination of:</p> <ul style="list-style-type: none">• How to prevent and resolve disputes commencing with applying effective negotiating techniques to finalise an agreement.• How to assess potential conflict situations.• How to apply conflict resolution strategies.• How to resolve disputes between injured persons, employers and regulators.• Formal dispute resolution processes and procedures.

The competencies included in this qualification are listed on www.pief.com.au

